



**MONTE CECILIA**

Housing Homeless Families

## Housing Services Manager

Monte Cecilia Housing Trust has been advocating for and working with homeless families for over 34 years. We are a team, dedicated to supporting families to achieve sustainable housing through our emergency, transitional & longer term housing with wrap around social services.

This is an amazing opportunity for someone who is passionate about family/whanau and community wellbeing and wants to be part of creating better long term sustainable housing options for those families who are marginalized and homeless.

### Position Description

Monte Cecilia Housing Trust recognizes that homelessness is a complex issue that requires a community wide approach, where key organisations come together to work collaboratively to end homelessness, not just manage it. Having a home and successfully navigating social services are both critical success factors in delivering positive family outcomes. Monte Cecilia is about ensuring families not only has housing but support that enables sustainability. Based on proven housing models and Monte Cecilia's successful history of housing over 1000 families we provide access to safe, affordable accommodation options and then link people with the social services they require for complete wraparound support. Services are coordinated where different agencies come together to work directly with people to connect them with appropriate accommodation, income, employment and other community support services needed to help restore them to independent living.

### Purpose

The purpose of this role is to develop and manage our social and emergency housing portfolio across Auckland.

Operationally you will be required to maintain, develop and build a sustainable portfolio of housing options for our clients and strategically looking and establishing new opportunities in the housing sector to enable an extension of existing services.

You will ensure service delivery is further developed in

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accordance with government contracts, housing sector best practice, RTA requirements and client focused matching for success... You will ensure activities are measured, funded and implemented to support service growth, development and Monte Cecilia's vision, mission and values. You will manage the property portfolio and service delivery, build skill and leadership capacity by providing coaching, support and feedback to your team

## Focus

1. Work with CEO to develop projections & budgets for property maintenance and upgrades
2. Collect and report service data, maintain & update Chintaro Asset, property & tenancy software
3. Ensure Monte meets Health & Safety requirements across its property portfolio
4. Ensure trades persons agree to our Code of conduct & meet Health & Safety Requirements as per the Health & Safety Works Act
5. Actively build and maintain strong relationships with local real estate firms and private landlords to establish a portfolio of affordable and suitable housing options
6. Model, and support staff to build on and further establish the reputable name Monte Cecilia has that encourages local real estate agents and private landlords to pursue the services provided by the team at Monte Cecilia Housing Trust
7. Support staff providing mediation and advocacy with landlords on the client's behalf to develop a workable plan to obtain and/or maintain housing
8. Scope properties and assess the suitability of rental properties to provide healthy, comfortable living environments for families to call their home as per Monte standards
9. Model & support staff to create and maintain consistent communication channels, both verbal and written, between several parties (i.e. monte staff, tenant, landlord, referral source, collaborating agencies, courts, debtors and creditors)
10. Assist with all aspects of the tenant/landlord relationship, while serving as an ongoing liaison between property managers, landlords and tenants as well as neighbors and other community members when required

## Attributes

**Generous** Demonstrated by taking a win-win approach, thinking beyond yourself and taking opportunities to help others

**United** Champion collaborator to achieve collective goals by working together

**Energising** Inspiring others with energy, enthusiasm and motivation to take action

**Achiever** You perform at an optimal level, both mentally and physically, to achieve results.

**Connected** You bring people, groups and organisations together and have excellent relationships

**Tenacious** A focus on doing the best by the people we serve, which means never giving up and role modelling perseverance and commitment to a successful outcome

**Innovative** You are creative and have great ideas that challenge traditional approaches and help progress our business

## Requirements

### Essential

- A commitment to Monte Cecilia Housing Trust Vision, Mission & Values
- Knowledge of Residential Tenancies Act 1986
- Extensive knowledge and experience of working in the housing sector
- Project management and resource co-ordination
- Housing Asset Management
- Full clean driver's licence
- Excellent relationship building and networking between Trust Board, staff, client families and key stakeholders
- Good knowledge of Work and Income entitlements and housing standards (Housing NZ, etc.)
- Microsoft office – particularly, Word, Excel and Outlook
- Excellent written and verbal communication
- Be physically fit & healthy
- Sensitivity to cultural and socioeconomic characteristics of populationserved
- A commitment to solve problems creatively, modelling and empowering staff to

### Preferred

- A tertiary qualification in a relevant field
- First Aid Certificate
  - Understanding of relevant legislation, including:
    - Privacy Act
    - Health and Safety at Works Act